

## Chip Is a Man With a Mission in the Mailroom

By Andy Munson

Managers gather together when new projects and mandates are passed down and require action. They get their assignments and make certain commitments for their respective divisions. In times of tight budgets, this usually requires our staff to do more with the same or more with less. Once the agreements are made, somebody has to actually get the work done. Chip Sanfilippo is one of those people.

In August, Chip will mark 25 years of service in the DMV Mail Room. That small unit processes around six million outgoing mailings each year. About two and one-half million pieces pass directly through Chip's hands. Some are relatively easy - placing the materials on the folding and inserting machinery and



monitoring the process. Others, such as our bulk certified mailings, require several steps to be done by hand to meet requirements of the U.S. Postal Service.

Sometimes, when mailing volumes increase unexpectedly, a manager may get a phone call.

"What's going on? You're killing me down here," Chip says with a laugh. He has probably just realized that there are 5,000 more items than expected, which means that some other job has to be shifted and different arrange-

ments need to be made for the Post Office. But that's as close to a complaint as you'll get. Chip then puts the phone down and gets the job done - every time.

*Continued on page 4*

### ■ Commissioner's Column

## Communication Helps Us All to Do Jobs Well

Greetings to each of you.

In the nearly three months I've been Commissioner, I'm constantly pleased to hear about how the great majority of DMV employees strive each day to serve our customers well. The stories about your efforts to help someone or to make a process work better reach my desk. Sometimes it is your division manager telling me about your work and other times a member of the public writes to me.

For example, Mary Louise Graziosa of the New Britain office received compliments

*Continued on page 4*



**Commissioner Ralph J. Carpenter**

## Inside

### ■ Off-Beat Feature

Sinclair to Become Deacon  
Page 2

### ■ New Faces at DMV

Herman Likes History  
Page 3

### ■ Fighting Fraud

Governor Praises Efforts  
Page 3

## Employees Give to Soldier in Iraq

Over 20 employees at the DMV's Waterbury Branch contributed to a care package that was donated last November to a soldier serving in Iraq. The package was donated to R. Patrick Way of Wolcott, a Special Weapons I Operator from the Seabees Unit 72036, who is stationed in Fallujah.

Dorothy Bruckner, a senior examiner at the DMV, came up with the idea to create a

*Continued on page 2*

# Lt. Wayne Sinclair To Become Church Deacon

By Kelly Manning

Lieutenant Wayne Sinclair of the Commercial Vehicle Safety Division will start a new chapter of his life as he is scheduled to become ordained as a deacon on June 12 for the Catholic Diocese of Norwich.

"It is not uncommon for law enforcement officials to become involved in the church," Sinclair said. "I have always had the desire to help people."

It is anticipated that the Bishop will assign Sinclair to a parish where he will work side by side with a priest in handling any matter that comes before the church. That decision, however, rests with the Bishop.

"Ordination is like taking wedding vows, once you are ordained, it is for life," Sinclair explained.

Sinclair will be privileged to carry out many of the sacraments, such as marriage, anointing of the sick and baptism. He will also be participating in mass regularly.

"A deacon is called primarily to be the eyes and ears of the church," Sinclair said.

Deacon John McKaig, a friend of Sinclair's, who was one of the first deacons ordained in the Hartford Archdiocese, was an inspiration to Sinclair. As he saw his friend go through the process of becoming ordained, Sinclair de-



**Lt. Wayne Sinclair of the Commercial Vehicle Safety Division is studying to be a deacon in the Catholic Diocese of Norwich.**

cided it was something he wanted to do as well.

Sinclair has been studying theology at the Holy Apostles Seminary and College in Cromwell for the past four years.

"I feel like I have spent most of my life studying to become a deacon," Sinclair said. "My whole life has been one way or another involved in the church."

In 1987 when Sinclair moved to Norwich, he became the choir director and began teaching Religious Education at Sacred Heart Parish. Sinclair's passion for music does not stop with the church. He

was in a variety of pop music bands throughout the Hartford area. He is a singer, songwriter and musician.

In 1995 when Sinclair's two children, Ray and Nicole, were in junior high and high school, he formed a youth group and became the parish youth minister. Sinclair's whole family has been actively involved in the church. After their marriage, Sinclair's wife, Anita, who was not a Catholic, studied and was converted to Catholicism. She now sings in the choir and is often a reader.

"My wife has always been a great source of support," Sinclair said. "Her example steered me in the right direction."

## Giving to Soldier Captures Hearts

*Continued from Page 1*

care package and her fellow employees supported her.

"I have an affinity for anyone that serves for the common good," Bruckner said.

Four boxes were sent to Way with Christmas decorations, toiletries, entertainment items and nonperishable food items. Another employee donated 100 video tapes to raise money for postage. Way shared the care package with the rest of his troop members, who were all very appreciative of the donation. He showed his thanks with e-mails and postcards, Bruckner said.

"This small gesture turned into a pen pal and a friend," Bruckner said.

In honor of the DMV, an American flag was flown over Fallujah and sent to the Waterbury branch along with a certificate. Bruckner plans on putting the flag, certificate and postcards on display at the branch office.

When Way returns home, he plans to visit the employees at the Waterbury DMV branch, Bruckner said.

The employees are planning another collection for the same troop.

The DMV employees at the Rowland Government Center in Waterbury also sent American troops in the LSA Anaconda Unit in Iraq a care package with books, paper, pens, nonperishable food and toiletries.

"We wanted to let our troops overseas know we are thinking about them and we felt like doing something that would brighten their holidays," said Maureen Doyle of the Legal Services Division.

### DMV Today

*a publication of*  
The Department of  
Motor Vehicles  
60 State Street  
Wethersfield, CT 06161

Ralph J. Carpenter  
*Commissioner*

Bill Seymour  
*Editor*

Sandra Tansley  
*Proofreader*

**Contributors**  
Kelly Manning  
Andy Munson  
Franny Oviedo

# Governor: DMV Takes Strong Steps to Improve

Governor M. Jodi Rell announced recently that strong steps are being taken to improve the process used by the Department of Motor Vehicles (DMV) to issue driver's licenses and identity cards - improvements that are needed and that cover many areas outlined in a new audit of the department's operations.

Governor Rell requested the performance audit from the Auditors of Public Accounts last November as one of a series of steps she ordered at DMV to address allegations of fraud and abuse in the issuance of licenses and identity cards.

Governor Rell said, "Frankly, the findings in this audit are disturbing. They point to a system that is broken and reveal a licensing process badly in need of reform. The audit makes it very clear that we must keep working to build an up-to-date and secure licensing system - an issue I have been focused on since taking office."

"We have made progress. At my direction, changes are being made at DMV. Our new Commissioner, Ralph Carpenter, is implementing administrative reforms. In addition, legislation I have proposed will allow us to address several issues raised by the auditors. But it will be an ongoing process. We are committed to building a licensing system with the integrity and security needed to protect the safety of the people of our state.

"I thank the Auditors of Public Accounts for the work they have done. Their report gives us a benchmark for making improvements to an antiquated system. After 9/11, it is clear that driver's licenses are about much more than operating a motor vehicle. They have become a primary means of verifying identity - a trend exemplified by legislation pending in Congress that would impose strict new standards on all states for confirming a license applicant's identity and background. We must keep pace with this trend."

The Auditors' report focuses on 14 areas ranging from policies and procedures to training and computer technology that are critical to preventing employee or customer abuse of the DMV's systems. The Governor requested the study after the arrest of three DMV employees and several private citizens on charges they collaborated to obtain false driver's licenses and vehicle registrations.

DMV Commissioner Carpenter said the audit gives him a new perspective and a blueprint for continuing to make changes at DMV.

"I see this audit as positive, but more importantly, I see it giving me a detailed look from an objective party," Commissioner Carpenter said. "I plan to use this information to continue making the necessary improvements in our offices statewide."

## ■ New Faces at DMV

# Milk Bottles and History Give a Glimpse of John Herman

Milk bottles - not baseball cards or bottle caps - fascinated Capt. John Herman, DMV's new Chief of Staff, as he grew up.

And he didn't even own a cow.

But, he had a grandmother who owned a dairy farm and she taught him about milk bottles. The future investigator, who many years later would unsnarl various gambling riddles and head-up the Major Crime Squad in the state's elite police force, showed an early penchant for wanting to understand even the most obvious.

And he learned through those milk bottles that the obvious even has its interesting twists and turns.

"Each farm had its own bottles that came in different shapes and sizes," said Herman who currently has over 1,000 milk bottles from New England and various places around the world. "Each bottle tells a different tale about the dairy farm as well as the time period."

This interest in history and details has served his career well.

The 54-year-old eastern Connecticut resident, who did not grow up on a farm, was born and raised in Boston. He

relocated to Connecticut 34 years ago when he joined the Connecticut State Police as a trooper. In that time he has risen through the ranks to hold positions such as detective, sergeant, lieutenant, and commander. Now a captain, he is assigned to the DMV as a liaison to help with the driver license and registration fraud investigations as well as a number of other administrative tasks.

"My goal here is not to become the leader, but to become a member of this family," he said. His first step, however, is simply just to get to know the agency and the people who make it work.

"All the employees I have met have been very kind and welcoming," Herman said. "I am impressed with what I have seen so far with how hard

everyone has worked and how passionate they are about their jobs."

Through his many posts in the State Police, Herman came to know and understand people. An easy-going manner also gave him an opportunity to develop a sense of humor in his dealings with others.

*Continued to Page 4*



**Capt. John Herman, DMV Chief of Staff.**



# A Man with a Mission Helps to Keep DMV Mail Moving

*Continued from page 1*

There are other things we take for granted in the Mail Room. If one of the Pitney Bowes inserter machines breaks down, there is rarely a service call. Instead of waiting for technicians and risk time-sensitive material not being mailed on time, Chip generally does the repairs himself. Instead of four or five hours of downtime, there are one or two. With 8,000 pieces per hour, it makes a huge difference.

The importance of the Mail Room staff may go largely unappreciated, but it is a critical part of the overall DMV operation. The license and registration renewals that comprise the largest portion of our business are things we all think about. However, there are also suspension and restoration notices, warnings and insurance compliance notices. In addition, any legal



**Chip Sanfilippo, who will soon mark 25 years with the DMV, helps to keep the mail moving.**

updates to dealerships or IRP participants, among others, need to get out on an as-needed basis. For our customers these notices can mean the difference between being able to drive or not drive. Livelihoods rely on DMV getting notices and renewals to them on time. Chip and the rest of the Mail Room staff make that happen.

He and his wife Cheryl have been married for 23 years. Their 21-year old daughter, Nadine, will soon graduate with honors from Central Connecticut State University. In his

spare time, Chip plays golf, fishes and works on his cars.

Chip is one of many DMV employees who is relatively unknown, but we'd all know it if he weren't there.

## Communication Is Important

*Continued from page 1*

on the professionalism of her staff. Inspector Robert Bellante of the Dealers and Repairers Division was praised for his work in odometer fraud investigations. Both Heidi Holtman and Cynthia Burns of the Waterbury office dove into a problem that resulted in a beneficial result for a customer who praised them for their assistance. In Wethersfield, Rosemary Rivers worked with a commercial customer to help that company register trucks. These are a few of the employees whose work has given our customers a reason to write to praise them.

It makes me proud as your Commissioner to know that the way you do your job leaves people feeling positive about DMV. After reading these letters, I send a note to the employee because we all like to know that our work has been noticed.

In future editions of this newsletter, selected names of others will appear as examples of the work we do well. We need to hear more often about those outstanding efforts that bring recognition.

Communication is important, especially in large organizations. I've asked the Corporate and Public Relations Unit to revive the agency's newsletter. Many employees told me they liked it and found it to be a connecting thread for them to the various parts of our agency. It will be available on DMV's web site. Managers will be asked to make copies for those employees who do not have Internet. Through the newsletter we can share the important and positive stories about our agency and the special people who make it work well.

If you have any story ideas, please contact Kelly Manning in the Corporate and Public Relations Department. Thank you in advance for any contributions.

## Herman Getting to Know DMV

*Continued from Page 3*

"I want to apologize," the Beantown native said in a somewhat serious way before letting out the twist, "to all of the Yankee fans. The Boston Red Sox are now the world champions." He knows he is in mixed territory so he uses some humor to break the ice when announcing he's a staunch defender of his favorite baseball team.

And another thing about this man leaps out in a brief conversation. Sitting idle has never been Herman's way of life. Coupled with that progressive rise in the State Police, he graduated from the University of New Haven in 1976 with a bachelor's in political science. He has also attended the FBI National Academy's program for law enforcement executives. Next spring Herman plans to graduate from the University of New Haven with a master's in public administration.

When he is not working or taking classes, he enjoys jogging a couple miles a day during his free time. Reading, however, has always been a favorite pastime.

"I can relax and take my mind off the day-to-day routine," he said. His favorite book is "The Killer Angels," a story about the Battle of Gettysburg, written by Michael Shaara.

"If people take the time to read this, it will move them and take them in a different direction in life," Herman observed.

He has been married to his wife, Gail, for 20 years. They have two children, Kate and Michael, and two grandchildren, Olivia and Jack. He and his wife will be traveling to Gettysburg this summer to see where that battle took place and understand it as he does early farming that produced the milk bottles he has collected.

"I want to see where the battle took place because I have only read about," said Herman whose sense of discovery and learning remain life-long passions.